

May 27, 2020

Dear Corey Staats,

I wanted to reach out and formally explain what happened with the video footage that you requested for the intersection of 11<sup>th</sup> Street and Walnut Street on 4/11/20 and 4/12/20. We recently installed two new cameras at the intersection that face northbound and eastbound. These cameras are set up to record 24/7 videos and download directly to the camera.

Upon receiving your request to retrieve any footage related to the incident, our maintenance manager logged on to both camera's and attempted to retrieve the video. When logged on to the camera, he noticed that there were not any videos stored on 4/12/20 from 00:00 to 00:18. He escalated the issue to our Engineering team who logged on to the camera and looked at the issue. Per our Engineering team, there was a system-wide issue with the version of the firmware installed. The firmware did not have the camera recording and saving any footage from 00:00 to 00:18. This issue effected every camera with this version of the firmware. The firmware has since been updated and verified that all of our cameras are recording 24/7.

Please reach out to me if you have any questions.

Sincerely

Jeff Townsend